Commerce

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	Low	FCR Total
Commerce	Application Services	Paul Lundell	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Application Support	Derral Sorensen	1 0	1 0
		Jason Back	1 1	1 1
		Michele Madris-Orrell	2 2	2 2
		Mya Taaffe	4 1	4 1
		Assigned to Individual Total	8 4	8 4
	Capitol Hosting	Joe Benson	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Help Desk	Brenda Treadway	3 3	3 3
		Julie VanBeekum	10 9	10 9

Commerce

			Low	FCR Total
Commerce	Help Desk	**Assigned to Individual Total**	13 12	13 12
	Metro A Desktop Support	Nancy Hachmeister	3 0	3 0
		Rodney Austin	26 17	26 17
		Assigned to Individual Total	29 17	29 17
	Metro A Help Desk	Cindy Schroeder	3 3	3 3
		Ed Conrad	4 4	4 4
		Liz Evans	2 2	2 2
		Assigned to Individual Total	9 9	9 9
	Metro A Hosting	Tom Carney	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Rural South Desktop Support	Doug Thornton	2 1	2 1
		Scott Jesienouski	1 0	1 0
		Assigned to Individual Total	3 1	3 1
	Strategic Communications	Luis Larios	2 0	2 0

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Commerce

			Low	FCR Total
Commerce	Strategic Communications	**Assigned to Individual Total**	20	20
	Voice Operations	Britany Finlay	10	10
		Gail Christiansen	50	50
		Romanza Hamblin	66	66
		Assigned to Individual Total	126	126
	Voice/Data/WAN Services	Mark Thomas	10	10
		Assigned to Individual Total	10	10
	Assigned Group Total		8149	8149
Customer Company Total			8149	8149

Commerce

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response	
			Low	MIR Total
Commerce	Application Services	Paul Lundell	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Application Support	Derral Sorensen	1 0	1 0
		Jason Back	1 0	1 0
		Michele Madris-Orrell	2 0	2 0
		Mya Taaffe	4 0	4 0
		Assigned to Individual Total	8 0	8 0
	Capitol Hosting	Joe Benson	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Help Desk	Brenda Treadway	3 0	3 0
		Julie VanBeekum	10 0	10 0

Commerce

			Low	MIR Total
Commerce	Help Desk	Assigned to Individual Total	130	130
	Metro A Desktop Support	Nancy Hachmeister	30	30
		Rodney Austin	260	260
		Assigned to Individual Total	290	290
	Metro A Help Desk	Cindy Schroeder	30	30
		Ed Conrad	40	40
		Liz Evans	20	20
		Assigned to Individual Total	90	90
	Metro A Hosting	Tom Carney	10	10
		Assigned to Individual Total	10	10
	Rural South Desktop Support	Doug Thornton	20	20
		Scott Jesienouski	10	10
		Assigned to Individual Total	30	30
	Strategic Communications	Luis Larios	20	20

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Commerce

			Low	MIR Total
Commerce	Strategic Communications	**Assigned to Individual Total**	20	20
	Voice Operations	Britany Finlay	10	10
		Gail Christiansen	50	50
		Romanza Hamblin	60	60
		Assigned to Individual Total	120	120
	Voice/Data/WAN Services	Mark Thomas	10	10
		Assigned to Individual Total	10	10
	Assigned Group Total		810	810
Customer Company Total			810	810

Commerce

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	Low	ATTIR Total
Commerce	Application Services	Paul Lundell	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Application Support	Derral Sorensen	1 0.04	1 0.04
		Jason Back	1 0.00	1 0.00
		Michele Madris-Orrell	2 0.00	2 0.00
		Mya Taaffe	4 0.00	4 0.00
		Assigned to Individual Total	8 0.00	8 0.00
	Capitol Hosting	Joe Benson	2 0.37	2 0.37
		Assigned to Individual Total	2 0.37	2 0.37
	Help Desk	Brenda Treadway	3 0.38	3 0.38
		Julie VanBeekum	10 0.03	10 0.03

Commerce

			Low	ATTIR Total
Commerce	Help Desk	Assigned to Individual Total	13 0.11	13 0.11
	Metro A Desktop Support	Nancy Hachmeister	3 0.15	3 0.15
		Rodney Austin	26 0.13	26 0.13
		Assigned to Individual Total	29 0.14	29 0.14
	Metro A Help Desk	Cindy Schroeder	3 0.00	3 0.00
		Ed Conrad	4 0.00	4 0.00
		Liz Evans	2 0.00	2 0.00
		Assigned to Individual Total	9 0.00	9 0.00
	Metro A Hosting	Tom Carney	1 0.24	1 0.24
		Assigned to Individual Total	1 0.24	1 0.24
	Rural South Desktop Support	Doug Thornton	2 0.04	2 0.04
		Scott Jesienouski	1 0.22	1 0.22
		Assigned to Individual Total	3 0.10	3 0.10
	Strategic Communications	Luis Larios	2 0.38	2 0.38

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Commerce

			Low	ATTIR Total
Commerce	Strategic Communications	**Assigned to Individual Total**	2 0.38	2 0.38
	Voice Operations	Britany Finlay	1 0.29	1 0.29
		Gail Christiansen	5 0.22	5 0.22
		Romanza Hamblin	6 0.33	6 0.33
		Assigned to Individual Total	12 0.28	12 0.28
	Voice/Data/WAN Services	Mark Thomas	1 0.16	1 0.16
		Assigned to Individual Total	1 0.16	1 0.16
	Assigned Group Total		81 0.14	81 0.14
Customer Company Total			81 0.14	81 0.14

Commerce

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Commerce	Application Services	Paul Lundell	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Application Support	Derral Sorensen	1 0	1 0
		Jason Back	1 0	1 0
		Michele Madris-Orrell	2 0	2 0
		Mya Taaffe	4 0	4 0
		Assigned to Individual Total	8 0	8 0
	Capitol Hosting	Joe Benson	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Help Desk	Brenda Treadway	3 0	3 0
		Julie VanBeekum	10 0	10 0

Commerce

			Low	MR Total
Commerce	Help Desk	Assigned to Individual Total	130	130
	Metro A Desktop Support	Nancy Hachmeister	30	30
		Rodney Austin	260	260
		Assigned to Individual Total	290	290
	Metro A Help Desk	Cindy Schroeder	30	30
		Ed Conrad	40	40
		Liz Evans	20	20
		Assigned to Individual Total	90	90
	Metro A Hosting	Tom Carney	10	10
		Assigned to Individual Total	10	10
	Rural South Desktop Support	Doug Thornton	20	20
		Scott Jesienouski	10	10
		Assigned to Individual Total	30	30
	Strategic Communications	Luis Larios	21	21

Commerce

			Low	MR Total
Commerce	Strategic Communications	**Assigned to Individual Total**	21	21
	Voice Operations	Britany Finlay	10	10
		Gail Christiansen	50	50
		Romanza Hamblin	60	60
		Assigned to Individual Total	120	120
	Voice/Data/WAN Services	Mark Thomas	10	10
		Assigned to Individual Total	10	10
	Assigned Group Total		811	811
Customer Company Total			811	811

Commerce

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

			Top Number - Total Incidents Bottom Number - Average time in hours	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**ATTR Total**
Commerce	Application Services	Paul Lundell	1 0.04	1 0.04
		Assigned to Individual Total	1 0.04	1 0.04
	Application Support	Derral Sorensen	1 0.04	1 0.04
		Jason Back	1 3.01	1 3.01
		Michele Madris-Orrell	2 0.00	2 0.00
		Mya Taaffe	4 0.41	4 0.41
		Assigned to Individual Total	8 0.59	8 0.59
	Capitol Hosting	Joe Benson	2 0.43	2 0.43
		Assigned to Individual Total	2 0.43	2 0.43
	Help Desk	Brenda Treadway	3 0.38	3 0.38
		Julie VanBeekum	10 0.11	10 0.11

Commerce

			Low	ATTR Total
Commerce	Help Desk	**Assigned to Individual Total**	13 0.17	13 0.17
	Metro A Desktop Support	Nancy Hachmeister	3 1.09	3 1.09
		Rodney Austin	26 0.72	26 0.72
		Assigned to Individual Total	29 0.76	29 0.76
	Metro A Help Desk	Cindy Schroeder	3 0.01	3 0.01
		Ed Conrad	4 0.47	4 0.47
		Liz Evans	2 0.00	2 0.00
		Assigned to Individual Total	9 0.21	9 0.21
	Metro A Hosting	Tom Carney	1 1.90	1 1.90
		Assigned to Individual Total	1 1.90	1 1.90
	Rural South Desktop Support	Doug Thornton	2 0.04	2 0.04
		Scott Jesienouski	1 0.22	1 0.22
		Assigned to Individual Total	3 0.10	3 0.10
	Strategic Communications	Luis Larios	2 7.78	2 7.78

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Commerce

			Low	ATTR Total
Commerce	Strategic Communications	**Assigned to Individual Total**	2 7.78	2 7.78
	Voice Operations	Britany Finlay	1 0.56	1 0.56
		Gail Christiansen	5 0.68	5 0.68
		Romanza Hamblin	6 0.72	6 0.72
		Assigned to Individual Total	12 0.69	12 0.69
	Voice/Data/WAN Services	Mark Thomas	1 1.78	1 1.78
		Assigned to Individual Total	1 1.78	1 1.78
	Assigned Group Total		81 0.74	81 0.74
Customer Company Total			81 0.74	81 0.74

Commerce

Detail

ID	Name	Category 1	Category 2	Item	Assignment / Assignee	Customer	Priority	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000421952	Maria Bishop	EIS Hardware	None	None					TIR Missed: No	0.43		
	Strategic Communications	Luis Larios	Commerce				Low	Closed	TTR Missed: Yes		TTR:	12.08
INC000000422015	Lauree Larson	None	None	None					TIR Missed: No	0.00		
	Application Support	Mya Taaffe	Commerce				Low	Closed	TTR Missed: No		TTR:	0.00
INC000000422751	Leah Lindstrom	Network	Incident	Novell ConsoleOne					TIR Missed: No	0.00		
	Help Desk	Julie VanBeekum	Commerce				Low	Closed	TTR Missed: No		TTR:	0.73
INC000000423410	Bowen Call	Network	Password	Novell Client for 32-bit Windows					TIR Missed: No	0.00		
	Help Desk	Julie VanBeekum	Commerce				Low	Closed	TTR Missed: No		TTR:	0.00
INC000000423513	Mark Steinagel	Network	Password	Novell GroupWise 32-bit Windo...					TIR Missed: No	0.00		
	Help Desk	Julie VanBeekum	Commerce				Low	Closed	TTR Missed: No		TTR:	0.00
INC000000423679	Elton wilcox	PC/Laptop	Performance	Novell eDirectory					TIR Missed: No	0.00		
	Help Desk	Julie VanBeekum	Commerce				Low	Closed	TTR Missed: No		TTR:	0.00
INC000000423728	Lynn Hooper	PC/Laptop	None	None					TIR Missed: No	0.03		
	Metro A Desktop Support	Rodney Austin	Commerce				Low	Closed	TTR Missed: No		TTR:	0.03
INC000000423765	Joseph Beatty	None	None	None					TIR Missed: No	0.00		
	Metro A Help Desk	Liz Evans	Commerce				Low	Closed	TTR Missed: No		TTR:	0.00
INC000000424387	Jimmy Betham	Print/Copy/Scan/Fax	None	None					TIR Missed: No	0.09		
	Metro A Desktop Support	Rodney Austin	Commerce				Low	Closed	TTR Missed: No		TTR:	0.90
INC000000424417	Leah Lindstrom	None	None	None					TIR Missed: No	0.00		
	Application Support	Michele Madris-Orrell	Commerce				Low	Closed	TTR Missed: No		TTR:	0.00
INC000000424826	Matani Manatau	Network	Password	Novell Client for 32-bit Windows					TIR Missed: No	0.00		
	Metro A Desktop Support	Rodney Austin	Commerce				Low	Closed	TTR Missed: No		TTR:	1.03
INC000000424956	John Schijf	Network	Error	Novell Client for 32-bit Windows					TIR Missed: No	0.07		
	Rural South Desktop Support	Doug Thornton	Commerce				Low	Closed	TTR Missed: No		TTR:	0.07
INC000000425241	Ray Walker	Application	Password	Utah Master Directory					TIR Missed: No	0.23		
	Help Desk	Brenda Treadway	Commerce				Low	Closed	TTR Missed: No		TTR:	0.23
INC000000425434	Dennis Meservy	PC/Laptop	None	None					TIR Missed: No	0.27		
	Metro A Desktop Support	Nancy Hachmeister	Commerce				Low	Closed	TTR Missed: No		TTR:	1.68
INC000000425497	Sharon Esplin	Telecom	Voice Mail	Telephone					TIR Missed: No	0.12		
	Voice Operations	Romanza Hamblin	Commerce				Low	Closed	TTR Missed: No		TTR:	0.18
INC000000425575	Karen McCall	None	None	None					TIR Missed: No	0.24		
	Metro A Hosting	Tom Carney	Commerce				Low	Closed	TTR Missed: No		TTR:	1.90

Commerce

INC000000425631	John Schijf	None	None	None		TIR Missed: No	TIR:	0.00
	Rural South Desktop Support	Doug Thornton	Commerce	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000425691	Masuda Medcalf	PC/Laptop	Error	Microsoft Windows XP Profession		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR:	1.13
INC000000425741	Shirlene Kimball	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR:	0.80
INC000000425862	Amber Nielsen	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.20
	Voice Operations	Romanza Hamblin	Commerce	Low	Closed	TTR Missed: No	TTR:	0.93
INC000000426019	Barbara Waters	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support	Mya Taaffe	Commerce	Low	Closed	TTR Missed: No	TTR:	0.37
INC000000426264	Tiffeni Wall	Application	Reporting	Novell GroupWise		TIR Missed: No	TIR:	0.18
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR:	1.14
INC000000426590	Julie Price	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.10
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR:	1.49
INC000000426613	Sharon Smalley	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.04
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR:	0.71
INC000000426831	Mark Steinagel	Wireless Connectivity	Performance	None		TIR Missed: No	TIR:	0.07
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR:	0.07
INC000000427081	Carol Swensen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.06
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR:	0.95
INC000000427101	Yvonne King	Application	None	License Enforcement System		TIR Missed: No	TIR:	0.05
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR:	0.57
INC000000427471	Tanja Salazar	EIS Hardware	None	None		TIR Missed: No	TIR:	0.33
	Strategic Communications	Luis Larios	Commerce	Low	Closed	TTR Missed: No	TTR:	3.48
INC000000427505	Kristy Haueter	Telecom	Hardware	Telephone		TIR Missed: No	TIR:	0.16
	Voice/Data/WAN Services	Mark Thomas	Commerce	Low	Closed	TTR Missed: No	TTR:	1.78
INC000000427539	Dane Ishihara	Application	None	None		TIR Missed: No	TIR:	0.00
	Application Services	Paul Lundell	Commerce	Low	Closed	TTR Missed: No	TTR:	0.04
INC000000427599	Marvin Sims	Application	None	None		TIR Missed: No	TIR:	0.38
	Capitol Hosting	Joe Benson	Commerce	Low	Closed	TTR Missed: No	TTR:	0.49
INC000000427810	Cheryl Murray	None	None	None		TIR Missed: No	TIR:	0.00
	Application Support	Jason Back	Commerce	Low	Closed	TTR Missed: No	TTR:	3.01
INC000000427892	Jody Colvin	Telecom	Area Code	Telephone		TIR Missed: No	TIR:	0.13
	Voice Operations	Gail Christiansen	Commerce	Low	Closed	TTR Missed: No	TTR:	0.77

Commerce

INC	Name	Category	Type	Item	TIR Missed	TIR	TTR Missed	TTR
INC000000428102	Cameron Dibb	Telecom	Voice Mail	Telephone	No	0.09		
	Voice Operations	Gail Christiansen	Commerce	Low	Closed		No	0.09
INC000000428196	Cheryl Murray	Application	None	Microsoft Office	No	0.02		
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed		No	0.02
INC000000428775	Mary Price	Print/Copy/Scan/Fax	None	None	No	0.04		
	Application Support	Derral Sorensen	Commerce	Low	Closed		No	0.04
INC000000428970	Amber Cooper	Print/Copy/Scan/Fax	Incident	None	No	0.03		
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed		No	0.03
INC000000430214	Jeffery Nielsen	None	None	None	No	0.00		
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed		No	0.00
INC000000430239	Taylor Bradley	Application	Password	Active Directory	No	0.00		
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed		No	0.33
INC000000430325	Craig Livingston	Application	Error	Novell Messenger	No	0.00		
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed		No	0.11
INC000000430327	Benjamin Johnson	Network	Error	Novell eDirectory	No	0.03		
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed		No	0.72
INC000000430411	Mary Price	Print/Copy/Scan/Fax	Incident	None	No	0.00		
	Help Desk	Julie VanBeekum	Commerce	Low	Closed		No	0.00
INC000000430438	Tabitha Mcclellan	PC/Laptop	Password	None	No	0.00		
	Help Desk	Julie VanBeekum	Commerce	Low	Closed		No	0.00
INC000000430574	Amber Cooper	Telecom	Voice Mail	Telephone	No	0.44		
	Voice Operations	Romanza Hamblin	Commerce	Low	Closed		No	0.49
INC000000430593	Janeen Steer	None	None	None	No	0.18		
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed		No	0.45
INC000000430596	Janeen Steer	None	None	None	No	0.00		
	Application Support	Michele Madris-Orrell	Commerce	Low	Closed		No	0.00
INC000000430742	Marvin Sims	None	None	None	No	0.37		
	Capitol Hosting	Joe Benson	Commerce	Low	Closed		No	0.37
INC000000430938	Theresa Reinders	Network	Password	Novell Client for 32-bit Windows	No	0.00		
	Metro A Help Desk	Liz Evans	Commerce	Low	Closed		No	0.00
INC000000431149	Stephen Duncombe	Telecom	Voice Mail	Telephone	No	0.36		
	Voice Operations	Romanza Hamblin	Commerce	Low	Closed		No	1.44
INC000000431403	Debra Hobbins	Application	Error	Microsoft Word	No	0.55		
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed		No	0.68

Commerce

INC000000431497	Maria Bishop	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR:	0.22
	Rural South Desktop Support	Scott Jesienouski	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.22
INC000000431660	Amber Cooper	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR:	0.26
	Voice Operations	Romanza Hamblin	Commerce	Low	Closed	TTR Missed: No	TTR:	0.38
INC000000431823	Jill Childs	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.18
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR:	0.18
INC000000431875	Diana Casper	Application	Error	Microsoft Word		TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	TTR:	0.19
INC000000432050	Kathy Archuleta	Application	Password	Utah Master Directory		TIR Missed: No	TIR:	0.17
	Help Desk	Brenda Treadway	Commerce	Low	Closed	TTR Missed: No	TTR:	0.17
INC000000432115	Su Chon	Telecom	Call/Receive	Telephone		TIR Missed: No	TIR:	0.73
	Help Desk	Brenda Treadway	Commerce	Low	Closed	TTR Missed: No	TTR:	0.73
INC000000432144	Su Chon	Telecom	None	Telephone		TIR Missed: No	TIR:	0.06
	Voice Operations	Gail Christiansen	Commerce	Low	Closed	TTR Missed: No	TTR:	1.39
INC000000432173	Michele Black	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Commerce	Low	Closed	TTR Missed: No	TTR:	0.03
INC000000432482	Tom Harper	PC/Laptop	None	None		TIR Missed: No	TIR:	0.11
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.87
INC000000432547	Yvonne King	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	TIR:	0.27
	Voice Operations	Gail Christiansen	Commerce	Low	Closed	TTR Missed: No	TTR:	0.61
INC000000432636	Clyde Ormond	Telecom	None	Telephone		TIR Missed: No	TIR:	0.52
	Voice Operations	Gail Christiansen	Commerce	Low	Closed	TTR Missed: No	TTR:	0.52
INC000000432646	Marcia Corak	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	TIR:	0.18
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	TTR:	1.26
INC000000433281	Charles Smalley	Application	Error	None		TIR Missed: No	TIR:	0.78
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	TTR:	1.34
INC000000433427	Marcia Corak	Application	None	None		TIR Missed: No	TIR:	0.29
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.35
INC000000434115	Tom Harper	PC/Laptop	Performance	Novell Messenger		TIR Missed: No	TIR:	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000434399	Carolyn Dennis	Application	None	None		TIR Missed: No	TIR:	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000434466	Teresa L Swanson	Application	Error	State Payroll System		TIR Missed: No	TIR:	0.39
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	TTR:	2.25

Commerce

Incident	Requester / Group	Category	Type	Item	Priority	Status	TIR Missed	TIR	TTR Missed	TTR
INC000000434529	Brittany Butsch	PC/Laptop	None	None			TIR Missed: No	0.22		
	Metro A Desktop Support / Rodney Austin		Commerce		Low	Resolved	TTR Missed: No			1.40
INC000000434656	Tatiana McWhorter	None	None	None			TIR Missed: No	0.28		
	Metro A Desktop Support / Rodney Austin		Commerce		Low	Resolved	TTR Missed: No			0.28
INC000000434728	Brittany Butsch	PC/Laptop	Error	None			TIR Missed: No	0.00		
	Metro A Desktop Support / Rodney Austin		Commerce		Low	Resolved	TTR Missed: No			0.23
INC000000435142	Carlos Alamilla	PC/Laptop	Error	None			TIR Missed: No	0.08		
	Metro A Desktop Support / Rodney Austin		Commerce		Low	Resolved	TTR Missed: No			1.31
INC000000435188	Lauree Larson	None	None	None			TIR Missed: No	0.00		
	Application Support / Mya Taaffe		Commerce		Low	Resolved	TTR Missed: No			0.46
INC000000435598	David B Taylor	Network	Performance	None			TIR Missed: No	0.00		
	Help Desk / Julie VanBeekum		Commerce		Low	Resolved	TTR Missed: No			0.00
INC000000435946	Kimberley Lesh	Telecom	Hardware	Telephone			TIR Missed: No	0.62		
	Voice Operations / Romanza Hamblin		Commerce		Low	Resolved	TTR Missed: No			0.91
INC000000435972	Benjamin Johnson	Network	Incident	Novell Client for 32-bit Windows			TIR Missed: No	0.00		
	Metro A Help Desk / Ed Conrad		Commerce		Low	Resolved	TTR Missed: No			1.45
INC000000436028	Louise McMillian	Telecom	Hardware	Telephone			TIR Missed: No	0.29		
	Voice Operations / Britany Finlay		Commerce		Low	Resolved	TTR Missed: No			0.56
INC000000436374	Jody Woolf	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00		
	Metro A Help Desk / Cindy Schroeder		Commerce		Low	Resolved	TTR Missed: No			0.00
INC000000436461	Carla Westbroek	Network	None	None			TIR Missed: No	0.00		
	Metro A Help Desk / Cindy Schroeder		Commerce		Low	Resolved	TTR Missed: No			0.00
INC000000436800	Barbara Waters	None	None	None			TIR Missed: No	0.00		
	Application Support / Mya Taaffe		Commerce		Low	Resolved	TTR Missed: No			0.82
INC000000437015	Jody Colvin	Application	Password	Novell GroupWise			TIR Missed: No	0.00		
	Metro A Help Desk / Ed Conrad		Commerce		Low	Resolved	TTR Missed: No			0.03
INC000000437163	Bowen Call	Application	Password	Novell GroupWise			TIR Missed: No	0.00		
	Metro A Help Desk / Ed Conrad		Commerce		Low	Resolved	TTR Missed: No			0.30